

Fig. 1

	Session ID	Message ID	Agent ID	Message
34 →	S1	M1	A4	..[tag1]...text1...[tag2]...text2...
34 →	S2	M2	A2	..[tag1]...text1...[tag2]...text2...
34 →	S3	M3	A1	..[tag1]...text1...[tag2]...text2...
	.	.	.	
	.	.	.	
	.	.	.	

32 →

Fig. 2a

	Session ID	Category	Agent ID
38 →	S1	A	-
38 →	S2	D	-
38 →	S3	B	-
	.	.	.
	.	.	.
	.	.	.

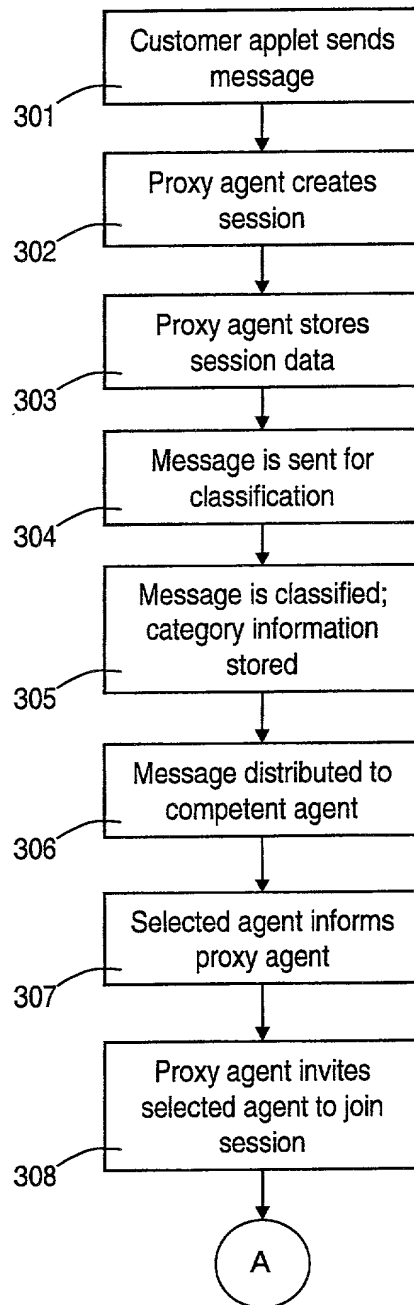
36 →

Fig. 2b

	Agent ID	Capability	Availability
42 →	A1	B,E	no
42 →	A2	D,F	no
	A3	B,C,D	yes
42 →	A4	A,F,G	no
	A5	C,E	yes
	.	.	.

40 →

Fig. 2c

Fig. 3

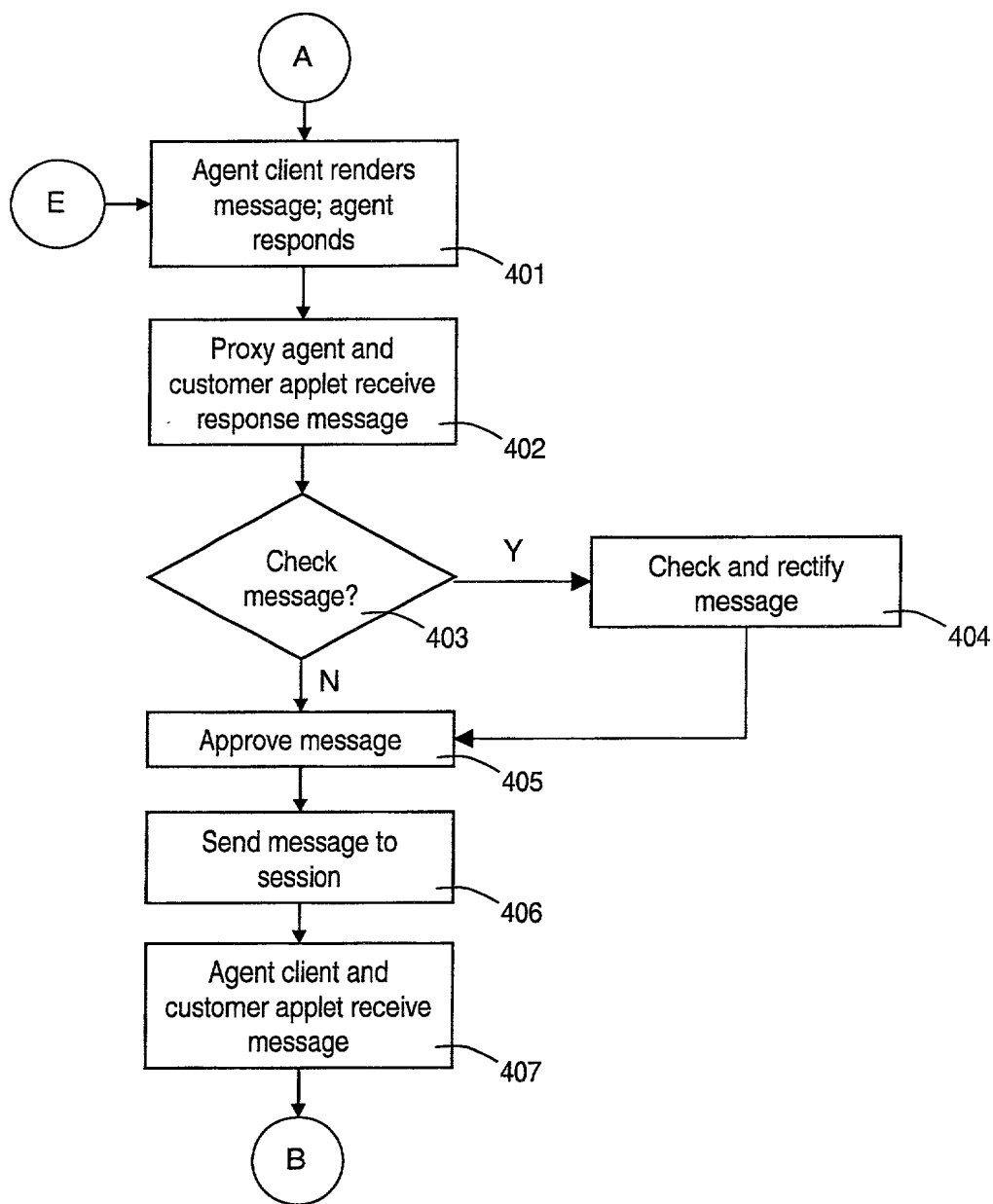
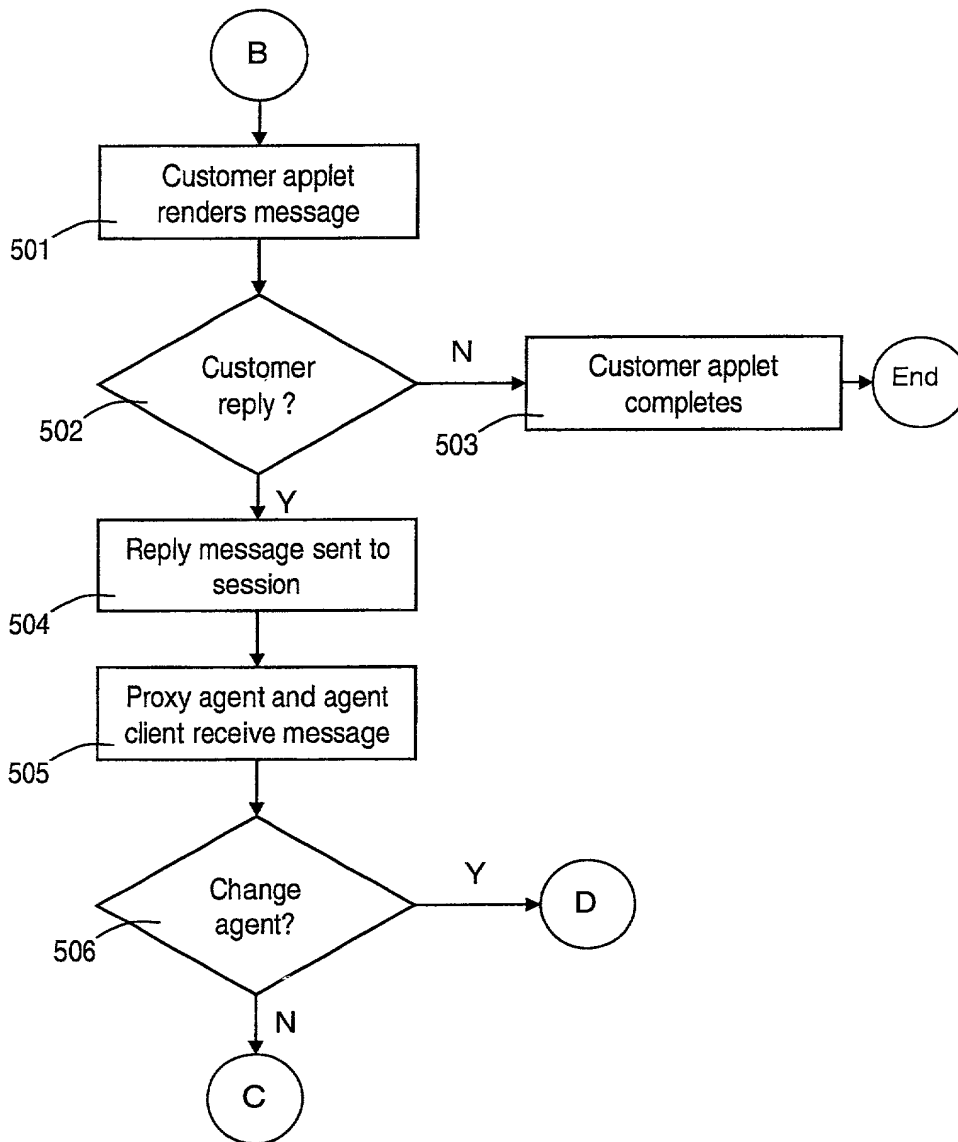
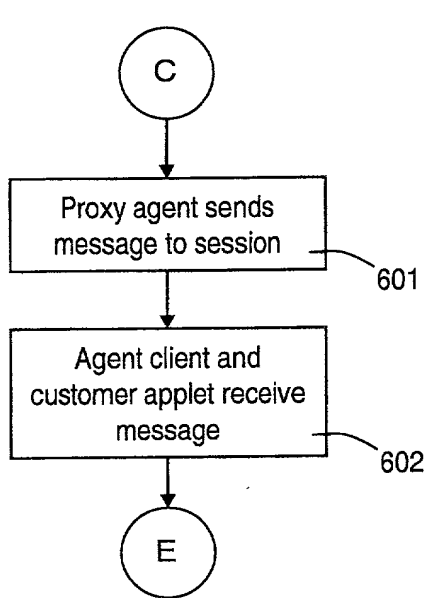
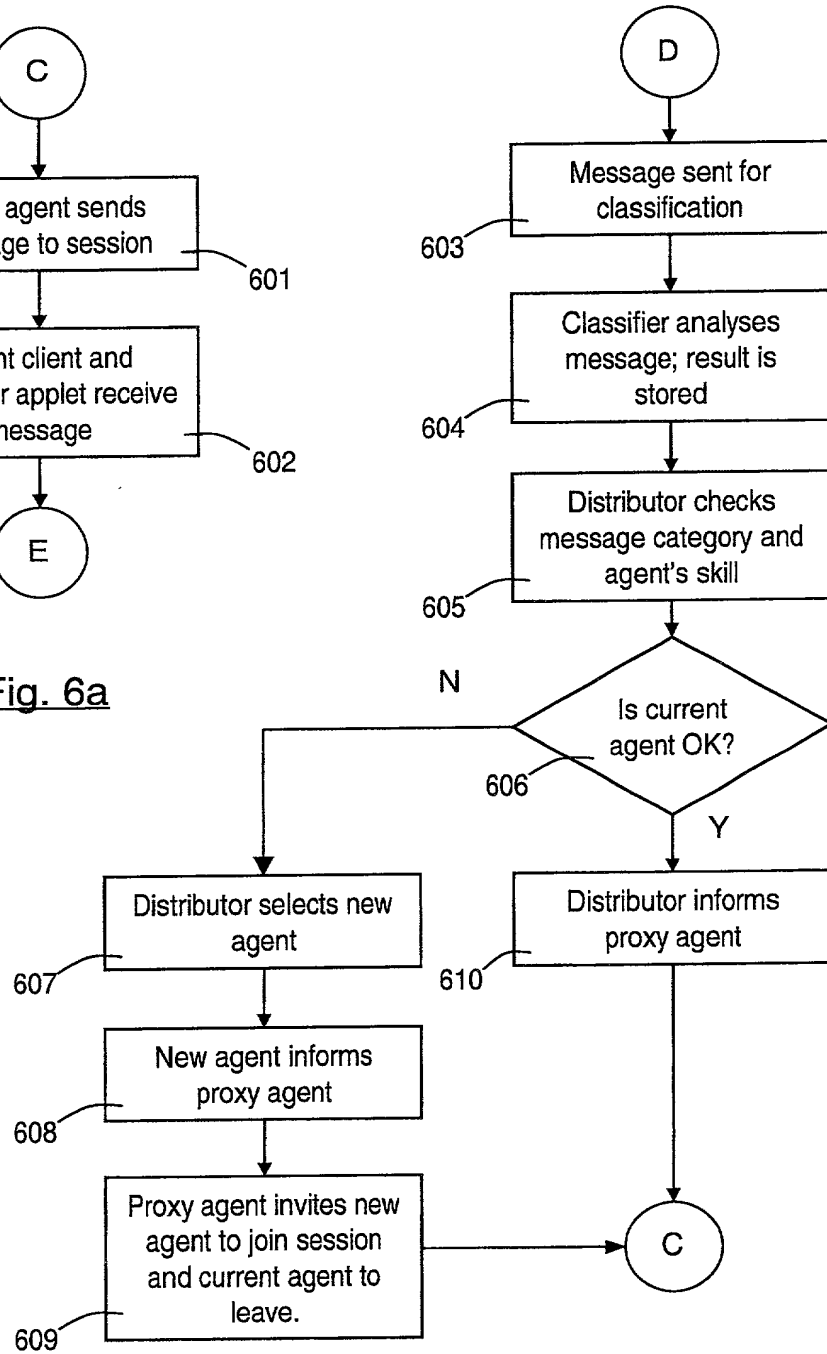


Fig. 4

Fig. 5

Fig. 6aFig. 6b